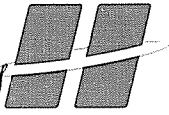
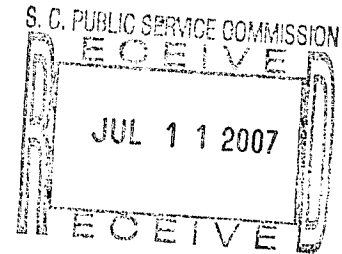


2006-223C-Bluffton
2006-222-C ILEC-Hargray
2000-520-C-CLEC-Hargray



HARGRAY

187114
187115
187116



COPY

Posted: 10 Duke
Dept: SA.015
Date: 7.11.07
Time: _____

July 9, 2007

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of South Carolina
P O Box 11649
Columbia SC 29211

C. Dukes Scott
Executive Director
Office of Regulatory Staff
P O Box 11263
Columbia SC 29211

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton
Telephone Co. Inc., and Hargray Inc. for the quarter ended 6/30/07.

Dear Sirs:

I have enclosed the Quality of Service reports for Hargray and Bluffton Telephone Companies. Also, enclosed you will find the CLEC Quality of Service report for Hargray Inc.

Please contact me at 843-341-1579 if you should have any questions.

Yours truly,

Ed Heuck
Chief Technology Officer

Enclosures

187114

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANYQUARTER / YEAR Q2 / 2007

Reporting Month	→	<u>APRIL</u>	<u>MAY</u>	<u>JUNE</u>
Number of Customer Access Lines Provided:				
via Resale	→	<u>~</u>	<u>~</u>	<u>~</u>
via UNE-P	→	<u>~</u>	<u>~</u>	<u>~</u>
via Other Methods	→	<u>23694</u>	<u>23699</u>	<u>23743</u>
Total Line Count	→	<u>23694</u>	<u>23699</u>	<u>23743</u>
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	→	<u>0.52 %</u>	<u>0.51 %</u>	<u>0.58 %</u>
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	→	<u>94.31 %</u>	<u>92.50 %</u>	<u>89.05 %</u>
<u>New Installs Completed w/in 5 Days(%)</u> (Objective: > 85% w/in 5 working days)	→	<u>78.54 %</u>	<u>78.49 %</u>	<u>77.97 %</u>
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	→	<u>87.16 %</u>	<u>89.25 %</u>	<u>92.05 %</u>

Explanation for Objectives Not Met: _____

Does your company use its own switching facilities
to provide services within South Carolina?

→ YES ☒ NO ☐

Person Making Report / Contact Information: _____